

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

September 24 - [City Council Meeting Agendas](#)

Looking Ahead

Tuesday, September 17:
Economic Development
Authority, Planning Commission
meetings

Thursday, September 19:
Tourism Board, Board of
Architectural Review meetings

Monday, September 23: Parks &
Recreation Board meeting

Stay Informed!

- [CitE-News & ActivitE-News](#)
- [Latest News](#)
- [Get Alerts](#)
- [Mobile App](#)
- [OpenGov](#)
- [Citibot](#)
- **WATCH!** [publiCITY](#) news show
 - Recycling do's and don'ts special (9/14)
- **LISTEN!** [Rouss Review](#) podcast
 - Emergency Management (9/12)



Winchester honored our First Responders and remembered those who lost their lives on September 11, 2001 with a ceremony at Jim Barnett Park.

City Manager's Takeaways

Said farewell to Zoning and Inspections Director Aaron Grisdale who will soon begin as Woodstock's new Deputy Town Manager.

Met with leadership of Rouss Fire Company to discuss ongoing partnerships and ways to enhance.

Participated in tour of Amazon Fulfillment Center in Frederick County.



Public Safety

Winchester Police

- Conducted Street Cop training, Sniper training, and Virginia Criminal Information Network training; Driver Training school and Patrol Rifle school.
- Attended Common Sense for Public Safety Professionals training.
- Attended Valor Awards, Youth Development Center, and Temporary Detention Order meetings; MADD Awards, Community Safety Fair, Shenandoah University security meeting.
- Participated in the Park's 9/11 Memorial.
- Attended Gang Busters conference.
- Made final preparations for the WOW! Event.
- Finalized Patrol Shift Study report.
- Crime stats:
 - Crimes against persons (felony) - 5
 - Crimes against persons (misdemeanor) - 9
 - Burglaries (residential) - 0
 - Burglaries (commercial) - 1
 - Property crimes: 22

Winchester Fire and Rescue

- Attended an overview/training for the City's UAV (drone) program.
- Attended the Frederick County Board of Supervisors meeting - received unanimous approval for the funding request for their contribution to the burn building project. Planning ground breaking ceremony in the coming weeks.
- Held monthly meeting with the volunteer presidents and chiefs.
- Hosted Meet the Chief event.
- Prepared for community meeting with Councilor Kim Herbstritt. Topic: Fire and rescue services in the city.
- Attended and presented at the 9/11 memorial ceremony.
- Received 84 applications for the Firefighter Trainee and Firefighter/ EMT job openings.
- Initiated contract procedures with Emergency Services Consulting International for a study of the Winchester's fire and EMS system.
- Met with Lord-Fairfax EMS Council to address vacant Board position. City is accepting applications from interested candidates.
- Participated in planning meeting for upcoming Self-Contained Breathing Apparatus Grant application.
- Began annual fire inspections for Shenandoah University.
- Prepared for Triad fire safety presentation.
- Continued to work on WOW! planning and live burn cell exhibits.

| Police Activity | # |
|---|---------------------|
| Calls for Service | 813 |
| Crash Reports | 10 |
| DUI/DWI | 1 |
| Alarms/False Alarms | 26/26 |
| Directed Patrols | 40 |
| Directed Patrols (OTW) | 5 |
| Extra Patrols | 116 |
| Extra Patrols (OTW) | 0 |
| Traffic Citations | 58 |
| Traffic Warnings | 55 |
| BWC requests | 13 |
| Special Events Permits Received/ Approved | 1/3 65 rec'd YTD |

| Fire Activity | Fire Activity |
|------------------|---------------|
| Fire | 7 |
| Overpressure | 0 |
| EMS/Rescue | 86 |
| Hazardous Cond. | 1 |
| Service Call | 7 |
| Mutual Aid Given | 5 |
| Good Intent | 4 |
| False Alarms | 11 |
| Special Incident | 1 |
| Plan Review | 1 |
| Inspections | 15 |
| Reinspections | 12 |
| Consultations | 3 |

- Attended and observed a fire drill at Winchester City Schools.
- Attended Volunteer Leadership meeting with Fire and Rescue senior staff.
- Attended meeting for the redevelopment of the 333 West Cork Street property.

Emergency Management

- Conducted new Battalion 6 technology overview for Fire Officers for all three shifts.
- Conducted Unmanned Aerial Vehicle (UAV) capabilities and limitations training for Fire Department operations.
- Reviewed Command Bus technology with I&IS personnel.
- Tested Emergency Operations Center Polycom video resource.
- Worked on radio subscriber's firmware upgrades with Public Works and Utilities Department.
- Prepared mobile radios for installs into new police cars.
- Oversaw and scheduled installation of transit mobile radios into new buses.
- Prepared portable radios for the new Police recruits.
- Attended the Safety Fair in Jim Barnett Park with the mobile command bus.
- Met with the American Red Cross and Department of Social Services regarding mass sheltering.

Development Services

Economic and Workforce Development

- Worked with regional partners on the community immersion process of the regional talent attraction/retention study with DCI Consulting.
- Held mid-month update meeting with EDA leadership.
- Met with representatives from Virginia Department of Housing and Community Development to discuss the Main Street program and the Industrial Revitalization program.
- Met with developers and prospective businesses interested in Winchester.
- Attended the Shenandoah University E-Sports Summit.
- Conducted three business retention/expansion meetings with Winchester businesses.

Arts and Vitality & Old Town

- Began process of outreach and scheduling for the 2020 Old Town Farmers Market.
- Reviewed event applications for events proposed in Old Town.
- Met with Museum of the Shenandoah Valley to discuss partnership for development of public visual art projects.
- Held Promotions Committee of Old Town Advancement Commission (OTAC) meeting to discuss a city-wide shop local campaign.
- Held preparation meeting for the upcoming Holly Jolly event.
- Held meeting with OTAC chair to review Stakeholder Meeting feedback results.
- Assisted 15 tourists and 12 locals at the Welcome Center.

Planning

- Staffed the September 12 City Council meeting where two rezonings and three conditional permits were approved by Council along with a driveway easement for a Habitat house.
- Planning Director gave a Winchester History presentation to a local 55+ community organization and then guest lectured at Shenandoah University President Fitzsimmons' freshman onboarding class regarding the Green Circle Trail and how it fulfills City goals.
- Prepared and electronically distributed the agenda packet for the September 19 Board of Architectural Review (BAR) meeting.
- Met with VDOT representative and transportation planning consultants regarding scope of work for the proposed Mall Blvd and Millwood Avenue project.
- Met extensively with outgoing Director of Zoning and Inspections Aaron Grisdale to become familiarized with multitude of development review/permit processing and reporting responsibilities of Zoning Administrator in advance of appointment as Interim Zoning Administrator beginning Monday, Sept 16.
- Hosted farewell luncheon for Aaron Grisdale who leaves the City after 13 years to become Deputy Town Manager in Woodstock, VA.
- Met with engineers and surveyors working for private property owners and developers regarding private development projects.

Winchester/Frederick County Tourism

- Met with Shenandoah University Facilities Director to discuss the following items: repainting the fire lane curb in front of the Visitor Center per the recent fire inspection (repainting was completed on Tuesday), installing seasonal photography panels outside the building, addressing the overgrowth of invasive vegetation outside of the Visitor Center, and possibly UV coating some windows so we can use more of the Visitor Center for displays and products.
- Attended the Virginia Association of Destination Marketing Organizations Summer Meeting in Culpeper. The professional development topic was grants and featured several guest speakers from VDACS, DHCD, DCR and others.
- Began the grant application process for the fall Virginia Tourism Marketing Leverage Program grant.
- Continued planning and marketing for the upcoming Newcomer's Welcome Event on Thursday, October 3 from 5:00-7:30 pm at the Visitor Center.
- Began planning for the tourism Worlds of Work display, which will feature several tourism industry partners at the same table.
- Continued work on several blog posts, including Fall Festivals and Fall Farm Markets blogs. These should be ready by next week.

Zoning and Inspections

- Completed:
 - 138 building permit inspections and issued 52 building/trades permits (\$1,730,225 valuation)
 - Notable permits:
 - 116 W Leicester St - new townhouse - \$400,000 valuation
 - 118 W Leicester St - new townhouse - \$400,000 valuation
 - 195 code enforcement inspections and initiated 71 new cases
 - 3 new business reviews (1 Certificate of Business, 2 Certificates of Home Business)
- Cancelled September Board of Zoning Appeals meeting as no applications were received.

| Permit # | Type | Address | Description | Value |
|-------------|------|--------------------------|------------------------------|-----------|
| 19 00003257 | AMUS | 1001 E CORK ST | 2 BOUNCE HOUSES FOR 9/7/19 | \$551 |
| 18 00000095 | MECH | 221 W BOSCAWEN ST | ADD HEAT PUMP | \$2,300 |
| 19 00002734 | DECK | 107 E CECIL ST | REPLACING DECK | \$500 |
| 19 00003204 | PLBG | 1401 RAMSEUR LN | NEW FIXTURES | \$8,500 |
| 19 00002954 | NGAS | 447 AMHERST ST | REPLACING ROOFTOP A/C | \$11,000 |
| 19 00003201 | RREM | 14 S BRADDOCK ST APT 2 | RENOVATING APT. 203 | \$50,000 |
| 19 00002954 | MECH | 447 AMHERST ST | REPLACING ROOFTOP A/C | \$10,500 |
| 19 00002331 | RREM | 12 16 S BRADDOCK ST | INTERIOR RENOVATION | \$35,000 |
| 19 00003250 | NRRM | 228 S PLEASANT VALLEY RD | REPAIR FAILING ROOF TRUSSES | \$60,000 |
| 19 00003242 | RREM | 349 NATIONAL AVE | 1ST FLOOR INTERIOR REMODEL | \$15,000 |
| 19 00003265 | PLBG | 216 W CLIFFORD ST | REPLACE WATER SERVICE | \$8,000 |
| 19 00003262 | NGAS | 2716 LOYALTY CT | NEW SINGLE FAMILY HOME | \$5,000 |
| 19 00000736 | MECH | 2948 SECOND ST | EXTEND EXISTING SUPPLY LINES | \$1,200 |
| 19 00003242 | PLBG | 349 NATIONAL AVE | NEW BATHROOMS | \$1,000 |
| 18 00000873 | RIFI | 116 W LEICESTER ST | NEW TOWNHOUSE | \$400,000 |
| 19 00003273 | SIGN | 131 N KENT ST | 1 BLDG. MOUNTED SIGN | \$500 |
| 19 00003213 | DECK | 705 TREYS DR | REPAIRING EXISTING DECK | \$2,000 |
| 19 00003200 | RIFI | 425 STONEWALL AVE | NEW ADDITION | \$125,000 |
| 18 00000874 | RIFI | 118 W LEICESTER ST | NEW TOWNHOUSE | \$400,000 |
| 19 00003247 | ELEC | 450 452 N LOUDOUN ST | REMODEL 19-1668 450/APT B | \$3,000 |

| Permit # | Type | Address | Description | Value |
|-------------|------|-----------------------------|--------------------------------|----------|
| 19 00003044 | NR | 1818 AMHERST ST UNIT 1 | REROOF | \$65,850 |
| 19 00003259 | BLDG | 260 SHAWNEE AVE | INSTALL NEW WOOD RAILINGS | \$2,500 |
| 19 00003254 | RREM | 733 TREYS DR | TURN SCREENED ROOM INTO SUNROO | \$80,000 |
| 19 00003275 | NGAS | 810 CHELSEA DR | REPLACEMENT FURNACE | \$13,900 |
| 19 00000666 | PLBG | 5 WEEMS LN | REPLACE FIXTURES | \$29,600 |
| 19 00002965 | ELEC | 620 MILLWOOD AVE | SOLAR ARRAY | \$42,000 |
| 19 00003254 | MECH | 733 TREYS DR | NEW MINI-SPLIT | \$8,000 |
| 19 00003272 | NGAS | 1850 APPLE BLOSSOM DR | NEW PIPING/ROOF TOP UNIT | \$2,485 |
| 19 00003280 | MECH | 328 W PICCADILLY ST | NEW HEAT PUMPS | \$14,500 |
| 19 00003249 | ELEC | 450 452 N LOUDOUN ST | REMODEL 19-1668 452/APT A | \$3,000 |
| 18 00001668 | ELEC | 450 452 N LOUDOUN ST | REMODEL | \$3,000 |
| 19 00003248 | ELEC | 450 452 N LOUDOUN ST | REMODEL 19-1668 452/APT B | \$3,000 |
| 19 00003219 | MECH | 126 W LEICESTER ST | NEW APPLIANCE/FURNACE | \$10,000 |
| 19 00001213 | ELEC | 5 WEEMS LN | SIGN | \$500 |
| 19 00003261 | ELEC | 128 N LOUDOUN ST | RE-WIRE | \$5,000 |
| 19 00003272 | PLBG | 1850 APPLE BLOSSOM DR | NEW FIXTURES | \$24,600 |
| 19 00003277 | MECH | 220 SHENANDOAH AVE | NEW HEAT PUMP | \$7,700 |
| 19 00002964 | ELEC | 718 WADE MILLER DR | SOLAR ARRAY | \$23,000 |
| 19 00003260 | ELEC | 638 TREYS DR | COVERED PORCH | \$600 |
| 19 00002337 | NRRM | 1850 APPLE BLOSSOM DR F-121 | TENANT FITOUT | \$85,000 |
| 19 00003238 | MECH | 212 BAKER ST | NEW AIR CONDS/HEAT PUMPS | \$4,000 |
| 19 00003269 | POOL | 1021 ALLEN DR | SWIMMING POOL | \$3,000 |
| 19 00003220 | DECK | 515 BELLVIEW AVE | COVERED DECK | \$15,000 |
| 19 00003238 | PLBG | 212 BAKER ST | NEW FIXTURES | \$4,000 |
| 19 00002993 | DECK | 221 E BOSCAWEN ST | NEW DECK | \$5,000 |
| 19 00003270 | LGAS | 373 FOX DR | INSTALL 120 GAL PROPANE TANK | \$0 |
| 19 00002399 | PLBG | 186 N LOUDOUN ST | APARTMENT STUBS | \$3,000 |
| 19 00003238 | RIFI | 212 BAKER ST | NEW SFD | \$80,000 |

| Permit # | Type | Address | Description | Value |
|------------------|------|---------------------------|------------------------------|--------------------|
| 19 00003284 | PLBG | 220 SHAWNEE AVE | EXPANSION TANK | \$200 |
| 19 00003271 | NR | 608 MILLWOOD AVE | RE-ROOF | \$44,959 |
| 19 00003270 | RIFI | 373 FOX DR | INSTALL 120 GAL PROPANE TANK | \$350 |
| 19 00003276 | MECH | 2039 S PLEASANT VALLEY RD | REPLACEMENT HEAT PUMP | \$7,500 |
| Total: 52 | | | | \$1,730,295 |

Public Services

- Started the FY20 street repaving program, beginning with Shenandoah Avenue, Shenandoah Place, Shawnee Avenue, E. Boscawen Street, and Sharp Street. (all completed).
- Washington Gas is finishing with their gas main replacement on N. Cameron between Piccadilly and Clark. The City's contractor will begin with the water, sewer, and storm drain replacement next week.
- As a part of the water meter/sidewalk replacement project, sidewalk replacements are nearing completion on Richards Avenue.
- As a part of the northeast sidewalk replacement project, the contractor is making excellent progress on Battle Avenue.
- Completed the site work and the contractor will begin erecting the new concrete water storage tank next week at the end of Strothers Lane.
- Met with the consultant and VDOT to discuss beginning the preliminary design of the proposed improvements on Millwood Avenue between Mall Boulevard and Apple Blossom Drive.
- Met with the City Manager and Finance to discuss the project at Handley Library to replace the HVAC system.

Utility Capital Improvement Projects (7/1/18-present)

| Measure | Past Week | Project Totals |
|---|-----------|----------------|
| Water mains replaced (linear feet) | 0 | 5,548 |
| Water service lines replaced (number) | 0 | 364 |
| Water meters replaced (number) | 36 | 1,653 |
| Sanitary sewer mains replaced/lined (linear feet) | 0 | 4,791 |
| Sanitary sewer laterals replaced (number) | 0 | 96 |
| Sanitary manholes replaced (number) | 0 | 35 |
| Sidewalks replaced (linear feet) | 456 | 24,191 |
| Sidewalks repaired (linear feet) | 4,760 | 95,593 |

| Division | Activity | Past Week | 2019 Year-to-Date Totals | Measurement |
|--|--|-----------|--------------------------|------------------|
| Streets | Streets repaved | 0 | 3.91 | Lane miles |
| | Potholes repaired | 0 | 188 | # |
| | Mowing | 12.54 | 349.44 | Acres |
| | Miles of streets swept | 73.00 | 1,941.60 | Miles |
| | Tons of leaves hauled | 0 | 32.80 | Tons |
| Trees | Dead/diseased trees removed | 8 | 130 | # |
| | Trees trimmed | 31 | 429 | # |
| | Stumps removed | 0 | 172 | # |
| Traffic | Street signs Installed/replaced | 15 | 289 | # |
| | Pavement markings repainted (City) | 0 | 9,392 | Linear feet |
| | Pavement markings repainted (contractor) | 0 | 584,494 | Linear feet |
| Refuse & Recycling | Refuse collected | 128.87 | 4,566.58 | Tons |
| | Recycling collected | 24.70 | 1,755.75 | Tons |
| | Large item pickups | 3 | 152 | # |
| Transit | Total passengers | 2,616 | 95,027 | # |
| | Revenue miles pick up/drop off | 3,221 | 135,324 | Miles |
| | Revenue hours pick up/drop off | 297.13 | 12,392.53 | Hours |
| Utility billing | Payments processed | 1,856 | 50,352 | # |
| | New bills mailed out | 0 | 49,748 | # |
| | Water services turned off (non-payment) | 0 | 370 | # |
| Water treatment plant | Average daily water demand | 6.47 | 6.24 | Million gallons/ |
| | Peak daily water demand | 6.83 | 7.57 | day |
| Wastewater treatment plant | Average daily flow treated | 6.29 | 8.66 | Million gallons/ |
| | Peak daily flow treated | 7.07 | 20.04 | day |
| Water distribution and wastewater collection | Water main breaks repaired | 0 | 11 | # |
| | Water meters read | 3,679 | 56,036 | # |
| | Fire hydrants flushed | 43 | 1,212 | # |
| | Sewer mains cleaned | 3,248 | 117,023 | Linear feet |
| | After-hours call outs | 3 | 189 | # |

| Division | Activity | Past Week | 2019 Year-to-Date Totals | Measurement |
|---------------------------------|---|-----------|--------------------------|-------------|
| Engineering | Site plans reviewed | 0 | 82 | # |
| | Floodplain permits issued | 3 | 86 | # |
| | Utility as-builts reviewed | 0 | 7 | # |
| | Right-of-way permits issued | 5 | 138 | # |
| | Land disturbance permits issued | 0 | 9 | # |
| | Stormwater facility inspections | 0 | 111 | # |
| | Erosion and sediment control inspections | 26 | 1,593 | # |
| | Erosion and sediment notices to comply | 0 | 20 | # |
| Facilities Maintenance | Work requests completed | 23 | 731 | # |
| | Special events assistance | 0 | 38 | # |
| | Maintenance of pedestrian mall | 31 | 1,184 | Staff hours |
| Equipment maintenance | Total repairs completed | 42 | 3,046 | # |
| Winchester Parking Authority | Work requests completed | 11 | 279 | # |
| | Special events - assistance provided | 0 | 14 | # |
| | Vandalism or property damage issues | 1 | 21 | # |
| | New monthly rentals | 8 | 212 | # |
| | Monthly rental cancellations | 22 | 114 | # |
| | Total monthly leases in all autoparks | -14 | 1,144 | # |
| | Available monthly spaces in all autoparks | +14 | 268 | # |
| | Hourly parkers (all four garages) | 2,524 | 104,163 | # |
| | Park-Mobile transactions | 710 | 25,257 | # |
| | Meter violations | 213 | 7,390 | # |

Parks & Recreation

- Attended bi-weekly progress meeting at the maintenance facility.
- Hosted 9/11 Commemoration Ceremony with the City's leaders and first responders.
- Attended Safety Committee meeting and held Projects and Programs Committee meeting.
- Hosted All Paws on Deck Canine Swim.
- Participated in Extracurricular Activities Program at Handley Library.
- Continued work on Maintenance facility.
- Continued distribution of fall Activities Guide.
- Continued follow-up with Winchester Public Schools regarding playground equipment.

Social Services

- Received 67 Benefit Program applications: 23 SNAP, 41 Medicaid, 0 TANF, 0 VIEW, 3 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 0 Home Energy Assistance Program
- Provided case management to:
 - 3,662 Medicaid cases
 - 1,555 SNAP cases
 - 63 TANF cases
 - 21 Auxiliary Grant cases
 - 51 individuals receive VIEW services
 - 58 families/126 children receive Child Care Subsidy Assistance (3 families/3 children are currently on the waiting list for child care assistance).
- Provided case management to 1 Interstate Compact on the Placement of Children (ICPC) case.

| Weekly Activity | # |
|--|---------|
| Clients walk-ins/drop-offs | 143/128 |
| Child Protective Service referrals | 7 |
| Placed "on notice" for foster care entry by JDRC | 3 |
| Children in foster care | 54 |
| Entered/exited foster care | 0/0 |
| Adoption subsidy cases/adoptions finalized | 56/0 |
| Child Protective Service (CPS) case management load | 51 |
| Benefit program fraud & overpayment referrals/investigations/recoupment claims | 0/1/29 |
| CPS family assessments & investigations of alleged maltreatment | 88 |
| Family Service intakes | 9 |
| Adult Protective Service referrals | 3 |
| Adult services case management load | 8 |
| Adult guardianships/cases | 2/73 |
| Adult Protective Service investigations/intakes | 15/7 |
| Family Services Prevention case management load | 7 |
| Uniform Assessment Instrument screenings | 0 |

Communications

- Distributed the September 11 CitE-News issue. [Read](#)
- Handled 2 media requests for City information and staff interviews; 1 interview and 4 inquiries for WPD.
- Made various 9/11 and other social media posts.
- Attended and photographed/videoed the Park's 9/11 ceremony. [Watch Recap Video](#)
- Made Coffee with a Cop posters and TV slide. Date: October 2.
- Began editing the Winchester Ciderworks video for the region's Manufacturing Week.
- Filmed and edited a special edition of publiCITY that demonstrates what can and can not be recycled. [Watch](#)
- Wrote, recorded and edited the latest Rouss Review podcast that features Emergency Management Director Scott Kensinger. [Listen](#)
- Met with Public Services and Old Town staff to begin planning public outreach activities for the Boscawen Street Improvement Project. Designed a postcard and promotional materials for the public input meetings and online survey (coming soon on the City's [Open Town Hall site](#), deadline 10/18). The public input meetings will be held:
 - October 2, 4-6 pm, Rouss City Hall 4th floor
 - October 3, 11 am-2 pm, Loudoun Street Mall
 - October 4, 11 am-2 pm, Loudoun Street Mall
- Promoted upcoming [275th anniversary](#) and [park events](#).
- Promoted several [open jobs](#) on social media.
- Met with Economic Development and GIS to discuss additions to the new Workforce Initiative [ArcGIS Hub site](#).
- Edited surveillance clips together for a social media post requesting tips for the WPD.
- Designed an instruction sheet for the Make Your Own Rain Barrel session with Engineering Division.
- Continued editing the Welcome to Winchester video for the City's online job portal.
- Met with Shenandoah University student who will star in a crosswalk safety video. Began planning for filming.
- Began developing a web page and online nomination form for the Mayor's new Excellence Award.
- Participated in a demo with a potential intranet and online form vendor.
- Attended the Meet the Chief event for Fire and Rescue Chief William Garrett.
- Recorded the September publiCITY episode featuring the Handley Library (release date: September 25).
- Met with [Citibot](#) representatives to brainstorm official launch activities. Soft launch completed.
- Photographed three Social Services Family Services Specialists and posted their stories on social media and the website for Child Welfare Worker Appreciation Week. [View](#)
- Added several weekly and monthly reports to the [Police Department website](#) and added BWC policy.

| 311 Requests Received | # |
|-----------------------------------|-------|
| FOIA | 2 |
| New Recycling Bin | 2 |
| Missed Trash/Recycling Collection | 1 |
| Trash on Property | 0 |
| City Tree Issue | 1 |
| Traffic Signal Issue | 0 |
| Dead Animal in Road | 0 |
| Ask a Question | 1 |
| Stormwater Drainage Issue | 0 |
| Pothole | 0 |
| Street Light Out | 0 |
| Tall Grass | 0 |
| Water/Sewer Service | 1 |
| Citibot | 0 |
| Total/YTD | 8/378 |

| Date | City Press Releases |
|------|--|
| 9/10 | FY20 street repaving program has begun - read |
| 9/13 | Local tourism revenue reached \$273.6 million in 2018 - read |

| Date | Articles in <i>The Winchester Star</i> |
|------|--|
| 9/7 | Downtown's Dollar General slated to close |
| 9/9 | Community Safety Fair fun and educational |
| | State data shows that water discharge is a problem locally |
| 9/10 | Our Views: Trash and gateways |
| | New fire chief meets residents, plans for future |
| | ACLU sends 2nd letter protesting roadside panhandling ban |
| 9/11 | Sarah Zane: The name is well known; the woman is not |
| 9/12 | VDOT will do safety study on S. Pleasant Valley |
| | A call for unity: Community marks 18th anniversary of 9/11 attacks |
| | Council unsure about seeking funds for project |
| 9/13 | Lecture on Washington won't be typical history lesson |
| Date | Segments on WDVM |
| 9/6 | Winchester seeks names for new pocket park - watch |
| 9/7 | Winchester holds 14th annual Community Safety Fair - watch |

Support Services

Innovation & Information Services

- Continued hardware refresh and Windows 7 to Windows 10 transitions.
- Assisted new City Attorney with getting tech set up.
- Held department leadership meeting discussing the formulation of the I&IS strategic plan.
- Resolved personal property exoneration issue.
- Changed personal property tax book for semi-annual billing.
- Held payment processing improvement meetings with departments.
- Completed second phishing exercise for the Cyber Security Awareness program.
- Worked on PD reporting for OpenGov.
- Finalized rollout of ADSelfService.

| Help Desk Requests | Count | Closed |
|----------------------|-------|--------|
| Account Management | 24 | 16 |
| Applications | 12 | 14 |
| GIS | 5 | 3 |
| Hardware | 6 | 12 |
| Information Only | 4 | 5 |
| Infrastructure | 9 | 8 |
| No Action Required | 1 | 0 |
| Not Assigned | 17 | 0 |
| Procurement/Disposal | 0 | 0 |
| Reporting | 0 | 1 |
| Research | 0 | - |
| Total | 78 | 59 |

- Resolved wide area network outage due to contractor cutting fiber cabling.
- Coordinated December timeframe for Council Chamber A/V upgrades.
- Ordered/coordinated replacement of Council Chambers projector which has been malfunctioning.
- Worked with Treasurer to complete second half personal property bills processed and to outsource printing vendor.
- Began work on personal property year-end reconciliation to G/L to assist Finance.